



## How to connect with Kentucky Relay

To place a call through Kentucky Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.648.6056
- **Voice:** 1.800.648.6057
- **Speech-to-Speech:** 1.888.244.6111
- **CapTel™:** To reach a CapTel™ user, dial 1.877.243.2823
- **Spanish-to-Spanish:** 1.866.490.4403  
(Includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Kentucky Relay para obtener más información sobre la repetición telefónica en español:

- **TTY/ASCII:** 1.800.648.6056
- **Voz:** 1.800.648.6057
- **Voz a Voz:** 1.888.244.6111
- **CapTel™:** Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- **Español a Español:** 1.866.490.4403  
(Incluye español a español y la traducción del inglés al español)
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Hamilton Relay**  
9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA 70809  
Voice/TTY: 1.888.662.2406  
Fax: 225.295.3583  
E-mail: [kyrelay@hamiltonrelay.com](mailto:kyrelay@hamiltonrelay.com)

## Hearing Carry Over (HCO)

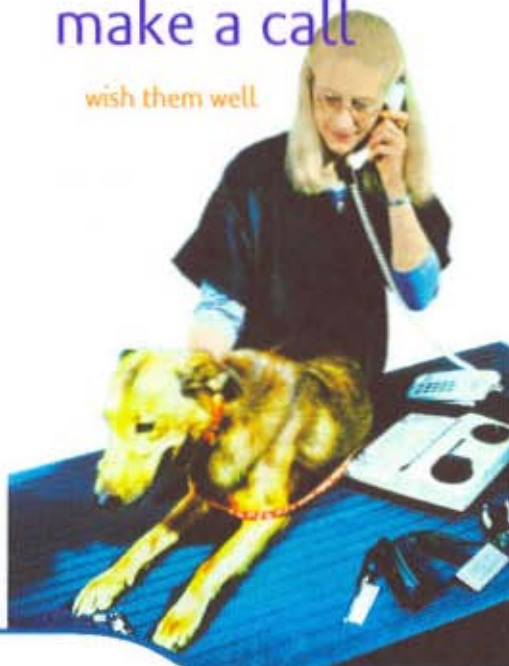
## Hearing Carry Over (HCO)

tell a friend

share the news

make a call

wish them well



Connecting you with important people in your life.

Kentucky Relay is a 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

**Required Equipment** To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Kentucky Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Kentucky Relay Customer Service: 1.888.662.2406 v/tty.

## Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ky.htm>  
or contact Kentucky Relay Customer Service:  
**1.888.662.2406**.

## Making an HCO Call

### Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Kentucky Relay: **1.800.648.6056**.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA."\* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

\*"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Kentucky Relay by dialing 7-1-1 or the voice number: **1.800.648.6057**. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Kentucky Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

## 2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/zlinehco/index.htm>

## 911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

## More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Kentucky Relay Customer Service: **1.888.662.2406**.

## Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

## Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.



Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.

Family, Friends and Businesses use a standard telephone to communicate freely.





## How to connect with Kentucky Relay

## Speech-To-Speech

## Speech-To-Speech

To place a call through Kentucky Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.648.6056
- **Voice:** 1.800.648.6057
- **Speech-to-Speech:** 1.888.244.6111
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.866.490.4403  
(Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

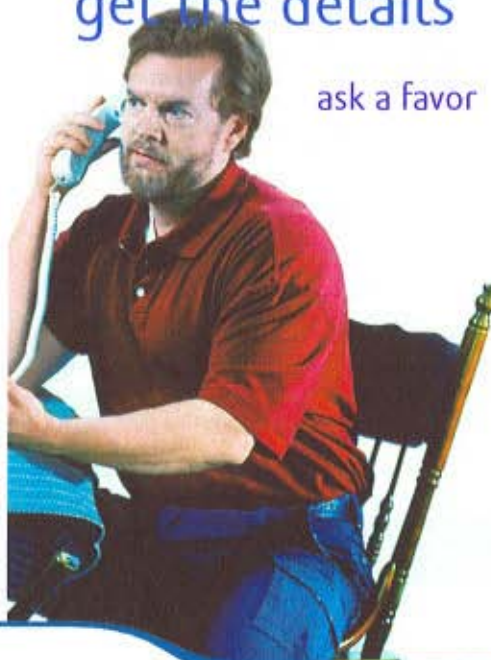
Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de Kentucky para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.490.4403 Voz/TTY  
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

Kentucky Relay Customer Service  
9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA 70809  
Voice or TTY: 1.888.662.2406  
Fax: 1.225.293.3583  
E-mail: [kyrelay@hamiltonrelay.com](mailto:kyrelay@hamiltonrelay.com)

invite a friend  
reschedule the meeting  
get the details  
ask a favor



Connecting you with  
important people in your life.

Kentucky Relay is a free,  
24-hour service that

allows people who are Hearing,  
Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled

to communicate with each  
other via the telephone.

Through the use of specialized  
equipment, relay users

communicate freely with  
friends, family and businesses

who use a standard telephone.

**Speech-to-Speech (STS)** is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

**Required Equipment** There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Kentucky Relay Customer Service: **1.888.662.2406** Voice or TTY.

- Kentucky Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Dedicated Speech-To-Speech Number: 1.888.244.6111

### Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ky.htm>  
or contact Kentucky Relay Customer Service:  
1.888.662.2406 V/TTY.

### Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for Kentucky Relay: 1.888.244.6111.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA" each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you say "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

### To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Kentucky Relay using your TTY or VCO phone: 1.888.244.6111.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain, if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT OO" GA" at the end of the phrase or sentence. If you say "Yes, GA," the CA will type "[REVOICING NOW...]" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

\*\*OO is used when asking a question, as an alternative to a question mark.

### 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Kentucky Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

### More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/tty/speechtospeech/index.htm> or contact Kentucky Relay Customer Service: 1.888.662.2406 V/TTY.

### Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Communication Assistant (CA), specially trained in a variety of speech patterns, facilitates the conversation by revoicing as needed or as directed.



Family, Friends and Businesses use a standard telephone to communicate freely.